

**PRIMARY CARE INDEPENDENT CONTRACTORS  
COMPLAINTS PROCESS**

**PATIENT INFORMATION LEAFLET**

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the Dentists or any of the staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

**How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks- because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem.

Complaints should be addressed in the first instance to Mrs Barbara Keyte (Practice Manager). Alternatively, you may ask for an appointment with the Practice Principal or any Dentist in order to discuss your concerns. He/she will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Alternatively you may refer your complaint to our local primary care trust, details of which are given on the next page.

**What we shall do**

We shall acknowledge your complaint within three working days and aim to have looked into your complaint as soon as possible. We will contact you to agree an appropriate timescale for providing you with a full, written response to your concerns. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure that the problem doesn't happen again.

## **Complaining on Behalf of Someone Else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of disability/illness) of providing this.

## **NHS ENGLAND**

You can obtain advice and information from the Independent Complaints Advocacy Team at the local NHS Healthwatch – [www.healthwatch.co.uk/find-local-healthwatch](http://www.healthwatch.co.uk/find-local-healthwatch)

Or from the NHS Complaints Advocacy at [nhscomplaintsadvocacy.org/](http://nhscomplaintsadvocacy.org/) or on 0300 330 5454

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However if you feel you cannot raise your complaint directly with us you may contact NHS England at the following address:

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
[www.england.nhs.uk](http://www.england.nhs.uk)

0300 311 2233  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If making a complaint by e-mail, please state: 'for the attention of the Complaints Team' in the subject line.

## **Conciliation**

At the practice we are always happy to meet with you to discuss any remaining concerns you may have. However, you may prefer such a meeting to be held through the conciliation process. The services of a lay conciliator are available through the complaints department at NHS England, contact details as above.

## **Joint Working**

If your complaint concerns more than one organisation, we will need your consent to contact them so that we can work together to provide you with a co-ordinated response to your concerns.

## **Parliamentary Health Service Ombudsman**

If you are dissatisfied with the result of the investigation you can ask the Health Service Ombudsman to review your complaint.

The contact details are:

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Complaints helpline            0345 015 4033

Text to 'call back' service: 07624 813 005 with name and mobile number

Download a complaint form at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Or write to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
30 Millbank  
Millbank  
London  
SW1P 4QP

There is now a duty to co-operate with other organisations in order to ensure that the complainant receives a co-ordinated response to a complaint that covers more than one organisation

**For Complaints About Private Treatment:**

We hope that patients will use this Practice Complaints Procedure to enable us to investigate and assist you with your complaint. Should you feel that we have not handled your complaint appropriately, you may take your complaint to:

Dental Complaints Service  
The General Dental Council  
37 Wimpole Street  
London  
W1M 8DQ

Website: [dcs.gdc-uk.org](http://dcs.gdc-uk.org)  
Telephone: 020 8253 0800

Dr. David Langman

Reviewed on: 13th August 2019 by Samantha McConnell  
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